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F.1 52.252-2 Clauses Incorporated by Reference (Feb 1998)

This contract incorporates one or more Federal Acquisition Regulation (FAR) clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The full text of a clause may also be accessed electronically at <http://www.arnet.gov/far/>.

Clause No.	FAR Clause No.	Title and Date
F.1.1	52.242-15	Stop Work Order (AUG 1989)
F.1.2	52.242-17	Government Delay of Work (APR 1984)
F.1.3	52.247-35	F.O.B Destination, Within Consignee's Premises (APR 1984)

F.2 Contract Deliverables

This section identifies specific items that the Contractor shall deliver to the Government. The documents identified in this section that the Contractor shall deliver are called “deliverables.” All deliverables shall be provided via electronic mail, or in hard copy as required. Deliverables shall be submitted in accordance with dates and timeframes identified below in "Table F-1, TCE Contract Deliverables". For specific deliverables identified by the Government, the Contractor shall submit drafts. After Government review and feedback, the Contractor shall then finalize the product to meet the date shown in the Deliverable Plans in the table below. Detailed requirements of each deliverable are provided in Section C of this RFP.

Table F-1: TCE Deliverable Plans

PLAN	PARAGRAPH REFERENCE	DUE DATE	UPDATE FREQUENCY
Security Tests and Evaluations (ST&E)	C.3.1.2.3	Within 60 days after notice to proceed	Not applicable
Continuity of Operations (COOP)	C.3.1.2.4	Within 60 days after notice to proceed	Semi-annually
Disaster Recovery (DR)	C.3.1.2.4	Within 60 days after notice to proceed	Semi-annually
Program Management (PMP)	C.3.2.2	With proposal submission	Within 60 days of notice to proceed
Transition Plan	C.3.2.1.1	With proposal submission	Within 30 days of notice to proceed
Maintenance	C.3.2.6.4	With proposal submission	Within 10 business days of any change
Acceptance Test Plan	C.3.2.1.1 and C.3.2.4.3	With Final Transition Plan	Semi-annually
Escalation	C.3.2.6.1	With proposal submission	Within 10 business days of any change
Quality Control Plan	C.3.2.2.2	With proposal submission	Within 10 business days of any change

F.3 Monthly Scorecard Methodology

TCE is a performance-based contract with a two-tiered incentive schema that will be used to evaluate Contractor performance. The first tier links Contractor performance to the Contractor's allowable invoice charges on a monthly basis, and the second tier is based on Contractor performance reflected in a balanced annual scorecard.

Each scorecard is comprised of a specific list of program-level performance measures. The monthly scorecard has 10 program-level performance measures and the annual scorecard comprises 14 other performance measures. For the purposes of organization, the Government has defined six (6) functional areas of contractor performance measures. These areas are order management, billing and invoicing, program management, security, technical, and transition. For each functional area the Government has identified one or more individual measures of performance.

The Government has established a target level of performance, referred to as the Service Level Agreement (SLA), for each defined performance measure. The TCE Contractor shall perform at or above these pre-defined SLA thresholds of performance for each measure. The Contractor shall agree to provide the managed services in a way that meets each of the SLAs under this contract. The Government will not hold the Contractor responsible for meeting the SLAs if the Government impedes the Contractor in any way. Examples of impeding the Contractor would include not facilitating site access or providing appropriate environmental conditions.

F.3.1 Monthly Invoice Incentives

Every month, both the Government and Contractor will assess the Contractor's performance at each site or Bureau through the calculation of the monthly scorecard, which is a summary-level index aggregation of individual scores for the selected performance measures. The Contractor shall accurately reflect its performance through credits on each invoice, and the Government will verify the Contractor's performance and invoice amounts. The Government will generate a monthly scorecard for each site or Bureau receiving managed services under the TCE Contract. Refer to the Quality Assurance and Surveillance Plan (QASP), Section J, Attachment J-5, for a description of metric verification methods.

F.3.2 Monthly Performance Measures

Monthly performance measures are divided into program-wide and site-specific performance measures. Program-wide performance measures will contribute to the Program-Wide Scorecard, while site-specific performance measures will be applied to the monthly invoice credits that apply to individual sites.

F.3.2.1 Monthly Program-Wide Performance Measures

The Government has identified 10 program-level performance measurements during transition and eight (8) performance measurements that will apply program-wide after transition is complete. Transition status is determined on a site-by-site basis. Program-level metrics will be applied to all sites/Bureaus receiving services from TCE, while site-specific metrics will be used

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to calculate monthly invoice credits that apply to individual sites. This monthly calculation will be based on weighted metrics and on multipliers associated with the level of performance provided by the Contractor.

Performance measures will be assessed and reported by month (or partial month if appropriate service was not provided for the full period). As long as a performance measure has at least one occurrence, its measurements and associated points will be included in the monthly scorecard. Otherwise, if there are no occurrences for any measurement period, the Government will not include that performance measure in the scorecard.

Table F-3a on the following pages identifies the program-level performance measures for the monthly scorecard.

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Table F-3a: Monthly Program-Level Performance Measures

Performance Measure	Definition and/or Calculation	Functional Area	Measurement Mechanism	SLA	Threshold	Section C Reference
Circuit Disconnection Notification	The % of the time that the Contractor alerts the Government POC of impending circuit disconnection, at least 5 days before actual disconnection.	Order Mgmt	The Contractor shall maintain documentation showing the date of written notification, by the Contractor, of impending circuit disconnections together with actual disconnection date. Government Method: 100% Inspection	The Contractor shall notify the Government POC 5 business days prior to disconnection of any circuit, 100% of the time.	Meets: ≤ 5 days, 100% of time Unsat: $< 100\%$ of time	C.3.2.3
Service Capacity Installation/ Upgrade Time	The % of the time that the Contractor gets effective operational acceptance of capacity upgrades from the Government POC following the time the request was submitted for a given site. This should be within the 30- or 90-calendar-day deadline.	Order Mgmt	The Contractor shall maintain documentation showing the dates of written requests for capacity upgrades, as well as the dates of effective acceptance of those upgrades. Government Method: Periodic Inspection	The Contractor shall maintain the following timeframe for service capacity installation and upgrades: • Service capacity upgrades of $\leq T1$ or multiple T1s within 30 calendar days, 90% of the time. • Service capacity upgrades of $\geq DS3$ within 90 calendar days, 80% of the time	Meets: $\geq 90\%$ of time Unsat: $< 90\%$ of time Meets: $\geq 80\%$ of time Unsat: $< 80\%$ of time	C.3.2.3
Scheduled Installation Success Rate	The % of the time that the Contractor installs service and obtains acceptance by the Government, within the scheduled completion date of installation. The installation includes CPE, local access circuit, and service activation. The period measured is to the end of the scheduled technician visit.	Order Mgmt	The Contractor shall maintain documentation showing the dates of scheduled site installations, as well as the dates of effective acceptance of those installations. Government Method: 100% Inspection	The Contractor shall maintain $\geq 80\%$ scheduled installation success rate for 10 or less installations per month. The Contractor shall maintain $\geq 90\%$ scheduled installation success rate for > 10 installations per month.	For 10 or less installations/month Meets: $\geq 80\%$ Unsat: $< 80\%$ For > 10 installations/month Meets: $\geq 90\%$ Unsat: $< 90\%$	C.3.2.3

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Table F-3a: Monthly Program-Level Performance Measures (Cont.)

Performance Measure	Definition and/or Calculation	Functional Area	Measurement Mechanism	SLA	Threshold	Section C Ref.
Invoice Error Rate	The % of site invoices that the Contractor submits without errors.	Billing and Invoicing	The Contractor shall maintain documentation showing the amounts invoiced each month, as well as the eventually approved and paid invoices. Government Method: 100% Inspection	The Contractor shall invoice the Government for the correct charges on at least 98% of invoices.	Meets: $\geq 98\%$ of time Unsat: $< 98\%$ of time	C.3.2.4
Internet Access Service Availability	The % of time that the Contractor maintains connectivity between each TCE CPE-configured logical or physical circuit and the Internet.	Technical	The Contractor shall maintain documentation from the automated 1500 byte 'Ping' script, showing service interruptions each month. Government Method: Random Sampling, IV&V	The Contractor shall maintain monthly Internet access service to the Government at 99.999% availability.	Meets: $\geq 99.999\%$ Unsat: $< 99.999\%$	C.3.1.3
Internet Access Latency	The % of the time that the Contractor maintains a monthly average roundtrip delay of, at most, 150 milliseconds for random packets from TCE site CPEs to the Internet.	Technical	The Contractor shall maintain documentation from the automated 1500 byte 'Ping' script, showing the latency each month. Government Method: Random Sampling, IV&V	The Contractor shall maintain internet access service to the Government at a latency of no greater than 150 ms, at least 98% of the time.	Meets: $\leq 150\text{ms}$, 98% of the time Unsat: not ≤ 150 ms, 98% of the time	C.3.1.3
Mean Time to Repair (MTTR)	The % of the time the Contractor completes repairs within the designated 4-hour deadline (calculated from opening of a trouble ticket to its closure).	Help Desk	The Contractor shall maintain documentation from Contractor Automated Trouble Ticket Reporting. Government Method: Periodic Inspections, IV&V	The Contractor shall resolve trouble tickets for any site service outage at: Cat.1 Sites: ≤ 4 hrs - $\geq 90\%$ of time for ≤ 20 calls/mo - $\geq 95\%$ of time for > 20 calls/mo Cat. 2 Sites: ≤ 4 hrs - $\geq 85\%$ of time for ≤ 20 calls/mo - $\geq 90\%$ of time for > 20 calls/mo Cat. 3 Sites: ≤ 4 hrs - $\geq 80\%$ of time for ≤ 20 calls/mo - $\geq 85\%$ of time for > 20 calls/mo	For ≤ 20 Calls/Month Meets: $\geq 90\%$ Cat.-1, $\geq 85\%$ Cat.-2, $\geq 80\%$ Cat.-3 Unsat: $< 90\%$ Cat.-1, $< 85\%$ Cat.-2, $< 80\%$ Cat.-3 For > 20 Calls/Month Meets: $\geq 95\%$ Cat.-1, $\geq 90\%$ Cat.-2, $\geq 85\%$ Cat.-3 Unsat: $< 95\%$ Cat.-1, $< 90\%$ Cat.-2, $< 85\%$ Cat.-3	C.3.2.6
Help Desk Call Answer Time	The % of the time that the help desk answers trouble calls within 60 seconds.	Help Desk	The Contractor shall print out and maintain reports from Contractor Automated Trouble Ticket Reporting. Government Method: Random Sampling, Periodic Inspection	Help Desk personnel shall answer trouble calls within 60 seconds, 80% of the time.	Meets: $\geq 80\%$ answered in 60 seconds or less Unsat: $< 80\%$ answered in 60 seconds or less	C.3.2.6

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Table F-3a: Monthly Program-Level Performance Measures (Cont.)

Performance Measure	Definition and/or Calculation	Functional Area	Measurement Mechanism	SLA	Threshold	Section C Ref.
Transition Outages	During site cutover, the # of service interruptions to WAN services during business hours.	Transition	The Contractor shall maintain documentation showing the dates of TCE site installations for that month, the dates of effective acceptance of those installations, and the first time an outage occurs during installation. Government Method: 100% Inspection, IV&V	The Contractor shall ensure that there will be no service interruption for any WAN services during business hours of transition and cutover of a site. (Business hours are from 7 a.m. – 7 p.m., Mon-Fri.)	<div>Meets: No service outages</div> <div>Unsat: Service outage occurs</div>	C.3.2.1
Transition Schedule Adherence	The # of deviations from the Transition Plan sequence and schedule.	Transition	The Contractor shall maintain documentation showing the dates of scheduled site installations for the respective month, and any schedule deviations or missed intervals for an installation. Government Method: 100% Inspection, IV&V	The Contractor shall transition site in accordance with the approved transition plan sequence and schedule.	<div>Meets: Within schedule</div> <div>Unsat: Slippage of 1 or more days</div>	C.3.2.1

F.3.2.2 Monthly Site-Specific Performance Measures

Table F.3b, Site-Specific Performance Measures, on the following page identifies those metrics that will be used to determine credits to charges for an individual site.

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Table F-3b: Site-Specific Performance Measures

Performance Measure	Definition and/or Calculation	Functional Area	Measurement Mechanism	SLA	Threshold	Section C Reference																																																				
Network Service Availability	The % of the time that the Contractor maintains connectivity over all configured logical and physical circuits at each TCE site.	Technical	The Contractor shall maintain documentation from the Contractors Automated Network Reporting showing the outages each month. Government Method: Random Sampling, IV&V	The Contractor shall maintain average monthly network availability per site as follows: Category-1 Sites: ≥ 99.99% Category-2 Sites: ≥ 99.9% Category-3 Sites: ≥ 99.0%	<table><tr><td></td><td>Cat.-1</td><td>Cat.-2</td><td>Cat.-3</td></tr><tr><td>Exceeds:</td><td>≥ 99.999%</td><td>≥ 99.99%</td><td>≥ 99.9%</td></tr><tr><td>Meets:</td><td>≥ 99.99%</td><td>≥ 99.9%</td><td>≥ 99.0%</td></tr><tr><td>Unsat:</td><td>< 99.99%</td><td>< 99.9%</td><td>< 99.0%</td></tr></table>		Cat.-1	Cat.-2	Cat.-3	Exceeds:	≥ 99.999%	≥ 99.99%	≥ 99.9%	Meets:	≥ 99.99%	≥ 99.9%	≥ 99.0%	Unsat:	< 99.99%	< 99.9%	< 99.0%	C.3.3.1.3																																				
	Cat.-1	Cat.-2	Cat.-3																																																							
Exceeds:	≥ 99.999%	≥ 99.99%	≥ 99.9%																																																							
Meets:	≥ 99.99%	≥ 99.9%	≥ 99.0%																																																							
Unsat:	< 99.99%	< 99.9%	< 99.0%																																																							
Class of Service (CoS)	<p><i>Latency:</i> The average roundtrip delay for packets to and from CPE at TCE sites with the same CoS.</p> <p><i>Jitter:</i> The average variance in roundtrip delay for packets to and from CPE at TCE sites of the same or lower CoS.</p> <p><i>Packet loss:</i> The % of correctly formed data packets that are delivered to TCE site CPE for transmission over the Contractor's managed services network, and which are then either lost or not delivered error-free to the CPE of the destination site of a same or lower CoS or the Internet gateway.</p>	Technical	Each month the Contractor shall maintain documentation showing results from a randomly generated automated 1500 byte 'Ping' script, to assess the latency, jitter and packet loss. Government Method: Random Sampling, IV&V	<p>The Contractor shall provide the following Classes of Service between Government sites:</p> <table><tr><td></td><td>Latency</td><td>*Jitter</td><td>*Pkt. Loss</td></tr><tr><td>CoS1</td><td>(125 ms</td><td>(25m s</td><td>(0.1%</td></tr><tr><td>CoS 2:</td><td>(175 ms</td><td>(35m s</td><td>(1 %</td></tr><tr><td>CoS 3:</td><td>(250 ms</td><td>(45 ms</td><td>(2%</td></tr></table> <p>* Based on 1000 pings (1500 Byte) sent out at the top of the hour from each site CPE to the CPE of a set of predefined sites and the Internet gateway's perimeter router. The set of sites will change every quarter and the new set of sites will be assigned during the quarterly SLA meetings.</p>		Latency	*Jitter	*Pkt. Loss	CoS1	(125 ms	(25m s	(0.1%	CoS 2:	(175 ms	(35m s	(1 %	CoS 3:	(250 ms	(45 ms	(2%	<p>LATENCY:</p> <table><tr><td></td><td>CoS-1</td><td>CoS-2</td><td>CoS-3</td></tr><tr><td>Exceeds:</td><td>≤ 110 ms</td><td>≤ 150 ms</td><td>≤ 225ms</td></tr><tr><td>Meets:</td><td>≤ 125 ms</td><td>≤ 175 ms</td><td>≤ 250 ms</td></tr><tr><td>Unsat:</td><td>> 125 ms</td><td>> 175 ms</td><td>> 250 ms</td></tr></table> <p>JITTER:</p> <table><tr><td></td><td>CoS-1</td><td>CoS-2</td><td>CoS-3</td></tr><tr><td>Exceeds:</td><td>(20 ms</td><td>(30 ms</td><td>(40 ms</td></tr><tr><td>Meets:</td><td>(25 ms</td><td>(35 ms</td><td>(45 ms</td></tr><tr><td>Unsat:</td><td>> 25 ms</td><td>> 35 ms</td><td>> 45 ms</td></tr></table> <p>PACKET LOSS:</p> <table><tr><td></td><td>CoS-1</td><td>CoS-2</td><td>CoS-3</td></tr></table>		CoS-1	CoS-2	CoS-3	Exceeds:	≤ 110 ms	≤ 150 ms	≤ 225ms	Meets:	≤ 125 ms	≤ 175 ms	≤ 250 ms	Unsat:	> 125 ms	> 175 ms	> 250 ms		CoS-1	CoS-2	CoS-3	Exceeds:	(20 ms	(30 ms	(40 ms	Meets:	(25 ms	(35 ms	(45 ms	Unsat:	> 25 ms	> 35 ms	> 45 ms		CoS-1	CoS-2	CoS-3	C.3.3.1.3
	Latency	*Jitter	*Pkt. Loss																																																							
CoS1	(125 ms	(25m s	(0.1%																																																							
CoS 2:	(175 ms	(35m s	(1 %																																																							
CoS 3:	(250 ms	(45 ms	(2%																																																							
	CoS-1	CoS-2	CoS-3																																																							
Exceeds:	≤ 110 ms	≤ 150 ms	≤ 225ms																																																							
Meets:	≤ 125 ms	≤ 175 ms	≤ 250 ms																																																							
Unsat:	> 125 ms	> 175 ms	> 250 ms																																																							
	CoS-1	CoS-2	CoS-3																																																							
Exceeds:	(20 ms	(30 ms	(40 ms																																																							
Meets:	(25 ms	(35 ms	(45 ms																																																							
Unsat:	> 25 ms	> 35 ms	> 45 ms																																																							
	CoS-1	CoS-2	CoS-3																																																							

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						<table><tr><td>Exceeds:</td><td>≤ 0.01%</td><td>≤ 0.5%</td><td>≤ 1.0%</td></tr><tr><td>Meets:</td><td>≤ 0.1%</td><td>≤ 1.0%</td><td>≤ 2 %</td></tr><tr><td>Unsat:</td><td>> 0.1%</td><td>> 1.0 %</td><td>> 2.0 %</td></tr></table>	Exceeds:	≤ 0.01%	≤ 0.5%	≤ 1.0%	Meets:	≤ 0.1%	≤ 1.0%	≤ 2 %	Unsat:	> 0.1%	> 1.0 %	> 2.0 %	
Exceeds:	≤ 0.01%	≤ 0.5%	≤ 1.0%																
Meets:	≤ 0.1%	≤ 1.0%	≤ 2 %																
Unsat:	> 0.1%	> 1.0 %	> 2.0 %																

F.3.3 Monthly Invoice Calculation

Monthly calculations are divided into program-wide and site-specific categories. The program-wide calculations will contribute to the Program-Wide Scorecard, while site-specific calculations will be used to calculate the monthly invoice credits that apply to individual sites.

The SLAs provide for a consistent quality of service that the Contractor shall provide equally to all locations served through this contract. So for any given measure, the specific performance will be evaluated against specific predefined thresholds to determine whether the Contractor's actual performance 'exceeds' the SLA, 'meets' the SLA, or is 'unsatisfactory' ('unsatisfactory' can be interpreted to mean 'does not meet' the SLA). For some measures, the Government has established only two (2) discrete thresholds, defined as 1) 'meets' the SLA, or 2) is 'unsatisfactory'. Points associated with each threshold are defined in Table F-3c, Points Per Threshold below.

Table F.3c: Points per Threshold

Threshold	Points
Exceeds	+0.5
Meets	0
Unsatisfactory	-1

Two separate credits may apply to a single monthly invoice: the program-wide credit, which shall be based on the Monthly Program-Level Scorecard, and the site-by-site credit, which shall be based on measures outside the scorecard and applied on a site-by-site basis.

F.3.3.1 Monthly Program-Level Calculation

For each of the individual performance measures in the monthly scorecard, the Government has assigned a weight of one (1) to each recurring program-level performance measure and a weight of two (2) to the transition performance measures. The Government will calculate the balanced scorecard number to assess monthly Contractor performance by assessing the score for each individual measure and by summing the totals to arrive at the monthly score, in accordance with Table F-3d below.

Table F-3d: Point Weightings for Monthly Program-Level Performance Measures

Performance Measure	Weight
Transition Outages	x2
Transition Schedule Adherence	x2
Scheduled Installation Success Rate	x1
Invoice Error Rate	x1
Circuit Disconnection Notifications	x1
Internet Access Availability	x1
Internet Access Latency	x1
MTTR	x1
Help Desk Call Answer Time	x1
Service Capacity Installation/Upgrade Intervals	x1

The Contractor shall calculate its monthly invoice based on the number of program-level SLAs it exceeded, met, or did not meet at the program level. This value will apply across all Bureaus. The Contractor shall calculate the monthly invoice amount based on the credit structure illustrated in Table F-3e below, Program Level Invoice Credit Structure. Each metric will correspond to a weighted value, as identified in Table F-3d, Point Weightings for Monthly Program-Level Performance Measures.

Table F.3e, Program-Level Invoice Credit Structure

Number of Points	Credit to Monthly Invoice
-1	2 %
-2	4 %
-3	6 %
-4	8 %
-5	10 %
More than -5	5 % increments per point, plus an immediate program review

F.3.3.2 Monthly Site-Specific Performance Measures Calculation

Two site-specific metrics will be measured on a monthly basis to determine any credits required on a particular invoice. The Contractor shall apply site-specific credits to individual site invoices, and not across the entire program as defined in Table F.3f, Site-Specific Invoice Credit Structure below.

Table F.3f, Site-Specific Invoice Credit Structure

Metric	Impact on Monthly Site Invoice	
Network Service Availability	<u>Category-1 Sites</u>	
	Monthly Threshold	Discount
	≥ 99.99%	0% of site invoice
	< 99.99%	1 st Month – 25% of site invoice 2 nd Month - 50% of site invoice ≥ 3 Months - 100% of site invoice
	< 98.88% (8 hrs out.)	100% of site invoice
	<u>Category-2 Sites</u>	
	Monthly Threshold	Discount
	≥ 99.9%	0% of site invoice
	< 99.9%	1 st Month – 25% of site invoice 2 nd Month - 50% of site invoice ≥ 3 Months - 100% of site invoice
	< 96.66% (1 day out.)	100% of site invoice
	<u>Category-3 Sites</u>	
	Monthly Threshold	Discount
	≥ 99.0%	0% of site invoice
	< 99.0%	1 st Month – 25% of site invoice 2 nd Month - 50% of site invoice ≥ 3 Months - 100% of site invoice
	< 93.33% (2 days out.)	100% of site invoice
Class of Service (CoS)	<u>CoS-1 Sites</u>	
	Monthly Threshold*	Discount
	Met/ Exceeded	0% of site invoice
	Unsatisfactory	1 st Month – 25% of site invoice 2 nd Month - 50% of site invoice ≥ 3 Months - 100% of site invoice
	<u>CoS-2 Sites</u>	
	Monthly Threshold*	Discount
	Met/ Exceeded	0% of site invoice
	Unsatisfactory	1 st Month – 25% of site invoice 2 nd Month - 50% of site invoice ≥ 3 Months - 100% of site invoice
	<u>CoS-3 Sites</u>	
	Monthly Threshold*	Discount
	Met/ Exceeded	0% of site invoice
	Unsatisfactory	1 st Month – 25% of site invoice 2 nd Month - 50% of site invoice ≥ 3 Months - 100% of site invoice
	<p>*Includes SLAs for all CoS parameters (Latency, Jitter and Packet Loss). If the Contractor defaults on any one of the parameters for a site, they will default on the overall CoS SLA for that site.</p> <p>Note: Discount cannot exceed 100% of invoice.</p> <p>Note: Two missed metrics will be added together to determine total percent of discount.</p>	

F.4 Annual Scorecard Methodology

The following section outlines determination of past performance ratings. In accordance with FAR 42.1502(a), the Contracting Officer shall prepare an evaluation of the Contractor for the base period and each option period.

F.4.1 Determination of Past Performance Rating

The points scored on each monthly scorecard, in addition to results of a customer survey, will be added to a “running total,” or annual score, which will determine the past performance rating for period of performance of this contract. The contractor has the ability to improve its past performance rating for the following period through exemplary performance. The rating and points total at the end of a given period are the starting point for the next period (the count is not reset to zero).

F.4.2 Annual Performance Evaluation Criteria

The Annual Scorecard comprises two balanced scorecard components: a 12 month cumulative total score of the monthly scorecard and the average result of the annual customer survey.

F.4.2.1 Customer Survey

An annual customer survey will be distributed on a routine basis to customers representing each Bureau that receives TCE services during a calendar year. The survey will capture the level of customer satisfaction related to security, Contractor responsiveness, and overall TCE operation. An example survey is provided in Attachment J-6; however, the final survey will be developed and negotiated by the Government and the Contractor following contract award. Each question on the survey will have three adjectival answer choices: Exceeds, Meets, and Does Not Meet Expectations, as defined in Table F-4a, Annual Scorecard Performance Measures.

The Government recognizes that the annual customer survey allows some subjectivity in determining the past performance rating. The intent, however, is to provide a mechanism that ensures customer service and allows the Contractor an opportunity to increase its total annual points, thereby earning a good past performance rating. If the annual survey identifies gross dissatisfaction with the Contractor’s performance, the past performance rating will reflect this.

F.4.2.2 Annual Performance Measures

Table 2-6a, Annual Scorecard Performance Measures, on the following pages identifies the performance measures reflected in the annual scorecard.

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Table F-4a: Annual Scorecard Performance Measures

Performance Measure	Definition and/or Calculation	Functional Area	Government Measurement Mechanism	SLA	Expectation		Section C Reference
Order Confirmation Time	The # of business days between electronic submission of an order for service by a POC, and receipt of final price quote by the Government. The definition includes receipt date.	Order Mgmt	QAEs may maintain written service orders and final price quotes for that month. Method: Periodic Inspections, Surveys	The Contractor shall confirm order and provide final price quote within 2 days of order receipt notification.	Exceeds:	< 2 business days	C.3.2.3
					Meets:	= 2 business days	
					Unsat:	> 2 business days	
Circuit Disconnect Confirmation	The % of time that the Contractor issues user-designated confirmation of circuit disconnection to POC (default is email) within 2 business days. The definition includes receipt date only.	Order Mgmt	QAEs may maintain system reports of disconnects as well as written confirmations from the Contractor. Method: 100% Inspection, Surveys	The Contractor shall provide a confirmation of circuit disconnect within 2 days, 98% of the time.	Meets:	≥ 98% of the time	C.3.2.3
					Unsat:	< 98% of the time	
Ordering Database Accuracy	The % of records in the ordering database not found to have errors.	Order Mgmt	QAEs may notify the Contractor in writing of the error and maintain a record of the written notification. Method: Random Sampling, Surveys	The Contractor shall ensure that 99% of records in ordering database are without errors.	Exceeds:	= 100% without errors	C.3.2.3
					Meets:	≥ 99% without errors	
					Unsat:	< 99% without errors	
Invoice Timeliness	The % of complete and correct invoices that are made available to the Government by the due date. The invoice due date comes from the successful Offeror's proposal, established at Contract Award.	Billing and Invoicing	QAEs may retain a record of when the invoices were actually due and, through inspection (from on-line invoices), when they are first made available to the Government. Method: 100% Inspection, Surveys	All invoices (100%) shall be made available to the Government on the due date of each month or on the next business day if the due date is a Federal holiday.	Meets:	= 100% on time	C.3.2.4
					Unsat:	< 100% on time	

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SECTION F – DELIVERIES OR PERFORMANCE

Table F-4a: Annual Scorecard Performance Measures (Cont.)

Performance Measure	Definition and/or Calculation	Functional Area	Government Measurement Mechanism	SLA	Expectation	Section C Reference				
Service Disconnection Time	The % of services for which the Contractor discontinues billing within one cycle after the cycle in which the disconnection request is received.	Billing and Invoicing	QAEs may retain records of POC requests for disconnections to services and, through inspection (from on-line invoices), when the associated billing to the Government is discontinued. Method: 100% Inspection, Surveys	The Contractor shall discontinue billing of a disconnected service within one (1) billing cycle of receiving a service disconnection request. In the event that the Contractor continues to bill the Government for a disconnected service after disconnect confirmation, the Contractor shall credit the excess charges plus an interest penalty calculated based on formulas in the Prompt Payment Act.	<table><tr><td>Meets:</td><td>= 100% discounted billing</td></tr><tr><td>Unsat:</td><td>< 100% discounted billing</td></tr></table>	Meets:	= 100% discounted billing	Unsat:	< 100% discounted billing	C.3.2.4
Meets:	= 100% discounted billing									
Unsat:	< 100% discounted billing									
Invoice Error Resolution Time	The % of invoice errors reported to the Contractor that are resolved within one billing cycle.	Billing and Invoicing	QAEs may retain records of POC notifications of invoice errors and, through inspection (from on-line invoices), when the associated invoice is corrected. Method: 100% Inspection, Surveys	The Contractor shall resolve all invoice errors (100%) within one (1) billing cycle.	<table><tr><td>Meets:</td><td>= 100%</td></tr><tr><td>Unsat:</td><td>< 100%</td></tr></table>	Meets:	= 100%	Unsat:	< 100%	C.3.2.4
Meets:	= 100%									
Unsat:	< 100%									
Report Deadlines	The % of required reports that are made available to the Government by the scheduled due date.	Program Mgmt	QAEs may retain records of report due dates and report availability dates (through inspection). Method: 100% Inspection, Surveys	The Contractor shall submit: • In-progress Reports, Trouble Status Reports, and SLA Performance Reports: By the fifth business day of month • Capacity Status Report: By the fifth business day of every alternate month	<table><tr><td>Meets:</td><td>= 100% of reports on time</td></tr><tr><td>Unsat:</td><td>< 100% of reports on time</td></tr></table>	Meets:	= 100% of reports on time	Unsat:	< 100% of reports on time	C.3.2.2
Meets:	= 100% of reports on time									
Unsat:	< 100% of reports on time									
Monthly SLA Reporting Accuracy	The # of independent errors in monthly SLA reports.	Program Mgmt	QAEs may maintain records if errors are found in SLA reports each month. Method: Random Sampling, Surveys	The Contractor shall maintain zero (0) errors in monthly SLA reporting.	<table><tr><td>Meets:</td><td>Zero (0) errors in monthly reports</td></tr><tr><td>Unsat:</td><td>One (1) or more errors in monthly reports</td></tr></table>	Meets:	Zero (0) errors in monthly reports	Unsat:	One (1) or more errors in monthly reports	C.3.2.2
Meets:	Zero (0) errors in monthly reports									
Unsat:	One (1) or more errors in monthly reports									

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SECTION F – DELIVERIES OR PERFORMANCE

Table F-4a: Annual Scorecard Performance Measures (Cont.)

Performance Measure	Definition and/or Calculation	Functional Area	Government Measurement Mechanism	SLA	Expectation	Section C Reference						
Security Control Compliance	The % of individual security controls whose requirements, on a simple pass/fail basis, meet each of the stated control objectives, as defined by the client organization's documented baseline security requirements matrix and provided by the COTR.	Security	The IV&V Contractor may conduct ongoing security tests and evaluations against COTR-defined requirements, and will report biannually to verify compliance. QAEs may maintain and report the periodic assessment of compliance by the independent IV&V Contractor. Method: Periodic Inspection, Surveys	The Contractor shall ensure that 75% of all TCE security controls comply satisfactorily with stated objectives (including NIST 800 series and TDP 85-01), prior to the biannual compliance verification.	<table><tr><td>Exceeds:</td><td>> 90% compliant</td></tr><tr><td>Meets:</td><td>≥ 75% compliant</td></tr><tr><td>Unsat:</td><td>< 75% compliant</td></tr></table>	Exceeds:	> 90% compliant	Meets:	≥ 75% compliant	Unsat:	< 75% compliant	C.3.1.2
Exceeds:	> 90% compliant											
Meets:	≥ 75% compliant											
Unsat:	< 75% compliant											
Security Patch Implementation Timeliness	The % of the time that the Contractor implements security patches within 36 hours of issuance by the manufacturer.	Security	QAEs may coordinate with the independent third party tester to monitor FedCIRC and CERT/CC advisory for applicable patches, implementation due dates, and testing. Method: 100% Inspection, Surveys	The Contractor shall implement 100% of security patches within 36 hours of publication on the FedCIRC or CERT/CC advisory websites.	<table><tr><td>Exceeds:</td><td>100% of Patches implemented within 24 hours</td></tr><tr><td>Meets:</td><td>100% of Patches implemented within 36 hours</td></tr><tr><td>Unsat:</td><td>Less than 100% of Patches implemented after 36 hours</td></tr></table>	Exceeds:	100% of Patches implemented within 24 hours	Meets:	100% of Patches implemented within 36 hours	Unsat:	Less than 100% of Patches implemented after 36 hours	C.3.2.5
Exceeds:	100% of Patches implemented within 24 hours											
Meets:	100% of Patches implemented within 36 hours											
Unsat:	Less than 100% of Patches implemented after 36 hours											
Security Intrusion Detections	The % of the time that the Contractor detects simulated attacks on vulnerabilities identified by FedCIRC and CERT/CC, after the 36-hour window allowed for patch implementation. ('Intrusion' = 'incident' as defined by FedCIRC on http://www.fedcirc.gov)	Security	QAEs may match Contractor reporting with results of intrusion simulation testing by independent third party. Method: IV&V, Surveys	The Contractor shall detect 100% of simulated intrusion attacks.	<table><tr><td>Meets:</td><td>100% of attacks detected</td></tr><tr><td>Unsat:</td><td>Less than 100% of attacks detected</td></tr></table>	Meets:	100% of attacks detected	Unsat:	Less than 100% of attacks detected	C.3.2.5		
Meets:	100% of attacks detected											
Unsat:	Less than 100% of attacks detected											

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Table F-4a: Annual Scorecard Performance Measures (Cont.)

Performance Measure	Definition and/or Calculation	Functional Area	Government Measurement Mechanism	SLA	Expectation			Section C Reference																								
Denial of Service (DOS) Detections	The % of the time that the Contractor detects simulated Denial of Service (DOS) attacks.	Security	QAEs may match Contractor reporting with results of denial of service simulation testing by independent third party. Method: IV&V, Surveys	The Contractor shall detect 100% of simulated DOS attacks.	<table><tr><td>Meets:</td><td colspan="2">100% of attacks detected</td></tr><tr><td>Unsat:</td><td colspan="2">Less than 100% of attacks detected</td></tr></table>			Meets:	100% of attacks detected		Unsat:	Less than 100% of attacks detected		C.3.2.5																		
Meets:	100% of attacks detected																															
Unsat:	Less than 100% of attacks detected																															
Network Configuration Changes Response Time	The # of hours or calendar days required to complete requested configuration changes. The 'clock starts' when the request is received and continues up to the moment the Government deems that the change was 'effective'. Thus a change received at 8 a.m. on day 1 and deemed effective at 4:30 p.m. on day 2 is measured to be 32.5 hours but constitutes one calendar day.	Technical	QAEs may retain records of dates of requested configuration changes and implementations. Method: 100% Inspection, Surveys	<p>The Contractor shall carry out requested configuration changes within the following timeframes:</p> <p>Soft/logical changes (during emergencies): within 12 hrs.</p> <p>Soft/logical changes (during non-emergencies): within 14 days.</p> <p>Network hardware changes (during emergencies): within 24 hrs.</p> <p>Network hardware changes (during non-emergencies): within 14 days.</p>	<table><tr><td></td><td>Soft/Logical (Emerg.)</td><td>Soft/Logical (Non-Emerg.)</td></tr><tr><td>Exceeds:</td><td>< 4 hrs</td><td>< 7 days</td></tr><tr><td>Meets:</td><td>= 4-12 hrs</td><td>= 7-14 days</td></tr><tr><td>Unsat:</td><td>> 12hrs</td><td>> 14 days</td></tr><tr><td></td><td>Hardware (Emerg.)</td><td>Hardware (Non-Emerg.)</td></tr><tr><td>Exceeds:</td><td>< 12 hrs</td><td>< 7 days</td></tr><tr><td>Meets:</td><td>= 24 hrs</td><td>= 7-14 days</td></tr><tr><td>Unsat:</td><td>> 24 hrs</td><td>> 14 days</td></tr></table>				Soft/Logical (Emerg.)	Soft/Logical (Non-Emerg.)	Exceeds:	< 4 hrs	< 7 days	Meets:	= 4-12 hrs	= 7-14 days	Unsat:	> 12hrs	> 14 days		Hardware (Emerg.)	Hardware (Non-Emerg.)	Exceeds:	< 12 hrs	< 7 days	Meets:	= 24 hrs	= 7-14 days	Unsat:	> 24 hrs	> 14 days	C.3.2.5 C.3.2.6
	Soft/Logical (Emerg.)	Soft/Logical (Non-Emerg.)																														
Exceeds:	< 4 hrs	< 7 days																														
Meets:	= 4-12 hrs	= 7-14 days																														
Unsat:	> 12hrs	> 14 days																														
	Hardware (Emerg.)	Hardware (Non-Emerg.)																														
Exceeds:	< 12 hrs	< 7 days																														
Meets:	= 24 hrs	= 7-14 days																														
Unsat:	> 24 hrs	> 14 days																														
Site Visit Coordination	The % of the time the Contractor provides at least 5 days' advance notice for site visits. The 'clock starts' on the day that notification is received, and arrival on the fifth day is considered 5 days' notice.	Order Mgmt	QAEs may record the dates of formal notifications and actual site visits. Method: 100% Inspection, Surveys	The Contractor shall provide the site POC at least 5 days' advance notice of all site visits.	<table><tr><td>Meets:</td><td colspan="2">Provides 5 days' notice for all site visits.</td></tr><tr><td>Unsat:</td><td colspan="2">Did not provide 5 days' advance notice for all site visits.</td></tr></table>			Meets:	Provides 5 days' notice for all site visits.		Unsat:	Did not provide 5 days' advance notice for all site visits.		C.3.2.1																		
Meets:	Provides 5 days' notice for all site visits.																															
Unsat:	Did not provide 5 days' advance notice for all site visits.																															

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